



# National Finance Center Customer Notification

**Date of Notification:** November 24, 2010

**Subject:** National Finance Center Telephone Outage

**Database/Customer(s) Affected:** All

**Dear Customer:**

This notification is to inform you that the National Finance Center (NFC) is experiencing several intermittent telephone issues which are affecting approximately 250 NFC employees. The problems are intermittent and most likely associated with bad cables or a malfunctioning card cabinet. We are moving critical lines (senior managers, call center agents, etc) off the affected switch area to another part of the switch to reduce the impact to operations. Parts associated with the phone outage have been ordered and we await their arrival. Once the parts arrive we will schedule a 4 hour outage to replace the parts. We will notify you in advance of the scheduled outage.

If you have any questions regarding this notification, please contact NFC Client Management Branch at [customer.support@usda.gov](mailto:customer.support@usda.gov).

DRA/KJS/M6-11/017/023

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## "Tip of the Week"

The 2011 Federal Benefits Open Season runs from Monday, November 8, 2010, through Monday, December 13, 2010. During Open Season you can obtain information on the Federal Employees Health Benefits Program, the Federal Employees Dental and Vision Program and the Federal Flexible Spending Account Program.